

Keeping you informed about things that matter to you!

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- How we're performing
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Welcome to your winter update from Thrive

We've been looking at how you prefer to receive news and information from us.



63% email or text message



37% post

If you've shared your email address with us, you'll receive four email newsletters as well as two postal newsletters from us each year. We also send two extra postal updates to those who aren't online! We want you to find our updates useful, so we're keen to know if there's anything else you'd like to hear about.

Leave us a comment at: thrivehomes.org.uk/give-feedback

It's good to hear from you

Last year, we received **47%** more compliments and complaints combined than we did in 2020-21. This suggests that we have made it easier for you to let us know how things are going.

Your feedback is telling us there are a number of areas we need to review. These include:

- keeping you informed
- not doing what we say we will
- being unclear about our service standards (The Thrive Deal).

We are working to address these issues, and you can read more about actions we're taking at:

thrivehomes.org.uk/yourfeedback

Did you know?

A recent change means you can now refer your complaint directly to the Housing Ombudsman as soon you've received our final response.

Read how we're performing in our Annual Report 2021-22!

13,842 repairs completed

88% satisfaction with the repairs service

£4.3million spent improving our homes

99.9% gas safety compliant

50% households registered on the myThrive hub

...and much more



Head to thrivehomes.org.uk/annualreport or request a printed copy!

Fresh updates for you

A roundup of the latest news

Your chance to win a share of £2,000!

Paying your rent on time and letting us in to carry out safety checks and Home Plan visits helps us plan and budget works that keep your home safe and well maintained.



Our annual prize draw is a way of saying thanks for being a great Thrive customer and keeping to the terms of your tenancy.

Could you be a winner this year? Find out more at: thrivehomes.org.uk/prizedraws

Thinking of moving in the New Year?

We sometimes have a limited number of homes that we can directly let to people with a specific housing need or where



advertising through the local authority has generated little interest.

See what's available at:

thrivehomes.org.uk/homes-for-rent

Nothing suitable? Swapping home with another social housing tenant through mutual exchange could be the way forward! Find out more at:

thrivehomes.org.uk/mutualexchange

Rent and service charges

The current cost of living increases are having an impact on individuals and businesses alike. Below are some examples of increases we are seeing.

Whilst we continue to focus on achieving best value for money in all our services and planned works, there will be an increase to rent and service charges from 1st April 2023. Rent levels are set in

line with government policy and the terms of your tenancy and we will write to you in February to advise how much your rent will be for the year.

We know this may cause concern for some people, so we've been looking at the ways we can support customers struggling financially and you can find more on **page 5**.

	2021 (was)	2022 (now)
A replacement kitchen	£5,012.47	£5,525.66
A new bathroom suite	£2,500.00	£3,210.00
Replacing a gas boiler	£1,610.85	£1,771.94

**Based on averages excluding VAT.*



It's a two-way street

The Thrive Deal is an information pack that clearly sets out our offer to you and what we ask in return and can answer many questions you may have about our services.

We are currently reviewing the Thrive Deal to make sure it is clear and

easily accessible on our website.

We'll let you know when this is complete, or you can keep an eye on:

thrivehomes.org.uk/thrivedeal

Let us know if you'll need a printed copy!

Winter service updates

Cold and wet weather conditions can make our engineers even more busy!

Our priority is to keep you safe in your home. This means that you may experience a delay for non-urgent and routine appointments whilst we deal with increased numbers of emergency and urgent repairs.

If your repair can wait, you can let us know about it at your Home Plan visit where we will identify any other works your home needs. Find out more at thrivehomes.org.uk/homeplan



It's your service and you've decided!

67.3% of customers told us they would rather keep the current cleaning service for another 12 months. This decision means we are unlikely to see an improvement in the existing service, but we will continue to monitor it closely and make sure that we claim for any missed visits.



In the coming months we'll work with Thrive Customer Voice members to understand what you value in the service, so we can be clear on the standards when we renew the contract.

Check the status of any of our services at: thrivehomes.org.uk/service-updates

Rain check!

Grounds maintenance is a seasonal service where works vary depending on the weather. Outside of the growing season, our focuses are on manual edging, moss clearance, leaf clearance and communal tree maintenance.



Become a member at portal.thrivehomes.org.uk/get-involved or call 0800 917 6077.

Cost of living support

We are keen to help customers who are struggling to juggle their finances, particularly at a time when the cost of living is on the rise.

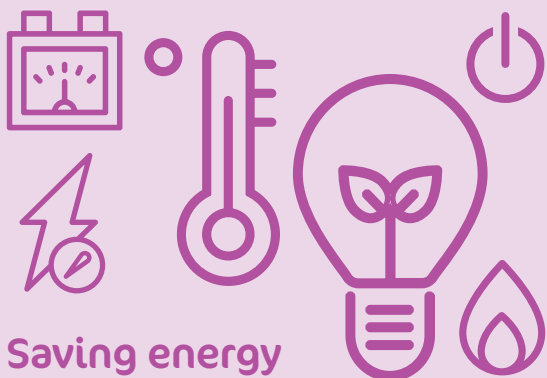
Helping you manage your finances

If you need it, we've got support on hand to help you manage your money. From advice on budgeting and benefits to support services you can contact. Find out more on our website and speak to us if you think you're struggling to make payments.



Accessing a foodbank

If you're struggling to feed yourself or your family, there are local organisations who can help. To find your local foodbank visit www.trusselltrust.org/get-help/find-a-foodbank or call 01722 580 180.



Saving energy

We've pulled together some of our top energy-saving tips. Saving energy will help lower your bills and reduce your carbon footprint whilst keeping you warm this winter.

Find out more at: thrivehomes.org.uk/energy-tips

Please remember to let us know if the communal heating timers need adjusting or if any controls are broken!

Your wellbeing matters too

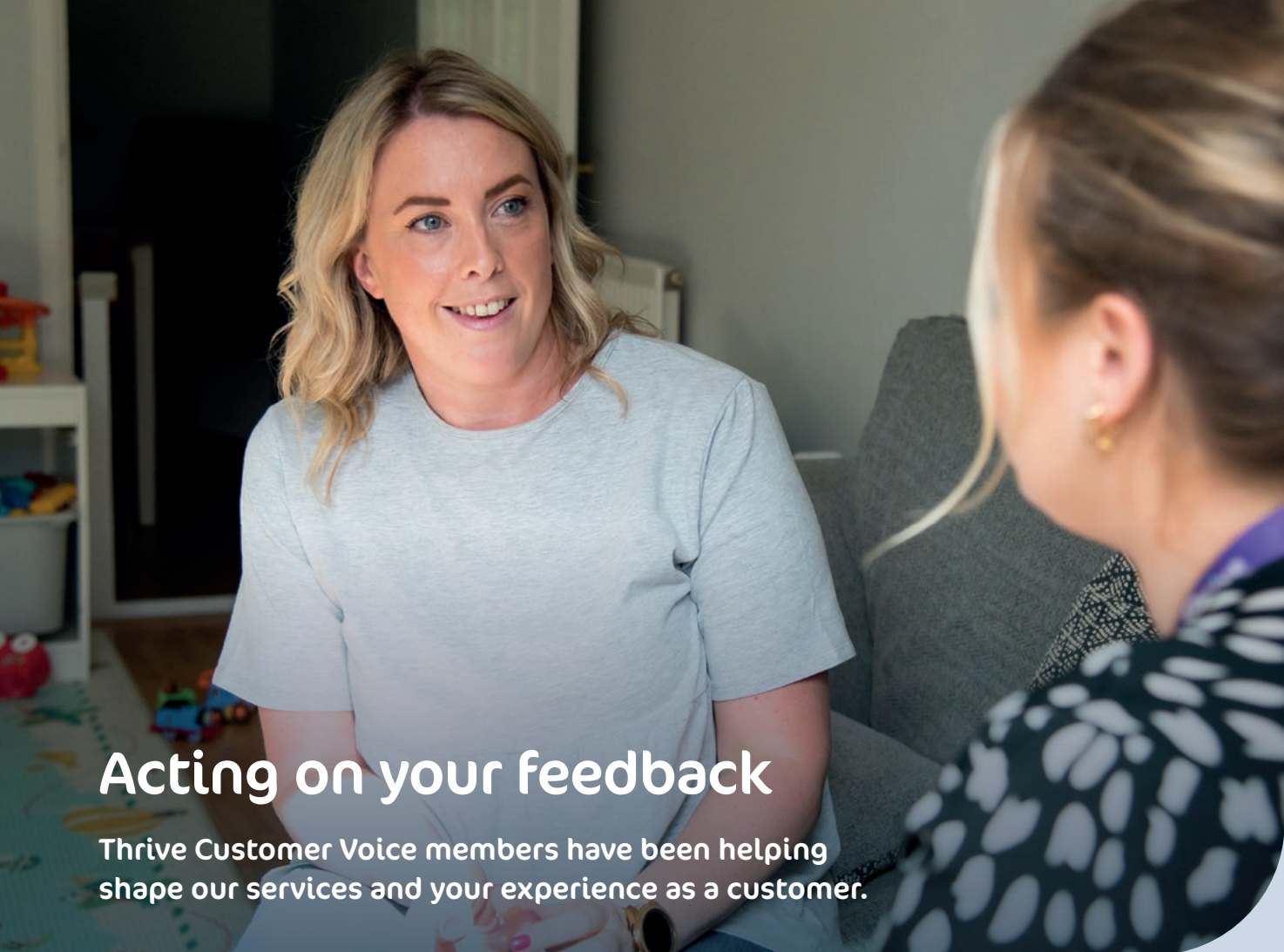
There are times in all our lives when we might feel overwhelmed or find it difficult to cope.

Whatever the matter, we know someone who can help.

- Mental health support
- Family support
- Adult support needs
- Domestic violence advice and support
- Young person support services

Find out more at thrivehomes.org.uk/wellbeing or speak to us confidentially on 0800 917 6077.

If you're online, visit thrivehomes.org.uk/money-energy-help for more information.



Acting on your feedback

Thrive Customer Voice members have been helping shape our services and your experience as a customer.

Most recently they influenced the contents of our Annual Report which now includes features on how we make our homes more energy efficient and anti-social behaviour.

You can read the report and let us know your thoughts at: thrivehomes.org.uk/annualreport

And it doesn't stop there!
Members also recently:

- completed a survey to help us understand how we can improve effective communication and told us where we are failing to act on our promises
- attended an event about safety in flat blocks.

We are now reviewing all input and will place updates on our website at thrivehomes.org.uk/getinvolved or in the post for members who aren't online.

Coming soon for Thrive Customer Voice

- suggest ways we can reduce the number of appointments customers miss for services such as gas safety checks
- let us know what is important to you when it comes to our cleaning service
- tell us how we can better keep you informed about repairs

Interested in taking part?

Sign up to become a member at portal.thrivehomes.org.uk/get-involved or by calling 0800 917 6077.

Thrive
Customer Voice

Keeping safe and well this winter

Fire doors save lives! Take a close look at your front door...

- Are there any gaps wider than the thickness of a £1 coin or any issues with the door closing fully?
- Have any of the parts of the door, such as the door closer or letterbox, been removed or replaced from standard?
- Your fire door should have a brush-like seal around its edge. Are these loose?

If the answer is yes, contact us on **0800 917 6077** now!



Warm and well

You may be tempted to turn your heating off for prolonged periods to save energy this winter.

Your home needs a balance of heat and ventilation to prevent damp and mould. We've provided advice on how to use as little energy as possible to heat your home at [thrivehomes.org.uk/heating-guide](https://www.thrivehomes.org.uk/heating-guide) – or contact us for a printed copy!

Stay safe! Remember, using gas rings on your hob or small heaters as a way to stay warm can cause fires and put your health at risk.

A quick reminder

Attaching a festive wreath to your front door may look pretty, but it damages it and will stop it operating as it should.



Christmas doormats or ornaments in the communal area could spread fire or hinder your evacuation, so please keep these inside your home!

You get a better deal from Thrive

Last year we carried out **100% of safety checks and actions** in all our flat blocks.

You can find out about your building's latest check and any findings on our website at: [thrivehomes.org.uk/my-home-info](https://www.thrivehomes.org.uk/my-home-info).

Some of these pages are still up and coming, so keep checking if yours isn't there and let us know if you'd like a hardcopy.

Unfortunately, we wasted **£40k** attending **1,231** gas service appointments when customers were not at home last year. **This money is better invested in our homes!**

Do you have ideas to reduce missed appointments? Find out how to share these with us on **page 6**.

Season's greetings from all at Thrive

Our office will be closed from 1pm on Friday 23rd December 2022 until 8am Tuesday 3rd January 2023.

Access our services, even when we're closed!

Access
self-repair
guidance

Choose and
book repair
appointments

View your
account balance
and make
payments*



And much
more!

Just visit: thrivehomes.org.uk/mythrivehub

If you need an emergency repair, call **0800 917 6077**.

For anything else, email us on
enquiries@thrivehomes.org.uk
and we'll respond by Friday 6th January.

*Payments made whilst we are closed
will be credited to your account by the
end of the day
on Tuesday 3rd January 2023.